

# Sands Application Information

## **External Training and Learning Resources Manager**

---

July 2019

## About Sands

---

Every day in the UK, 15 babies are stillborn or die shortly after birth.

Sands is the leading stillbirth and neonatal death charity and exists to reduce the number of babies dying and to support anyone affected by the death of a baby, before, during or shortly after birth.



Sands provides bereavement support services both nationally through its Freephone helpline, mobile app, online community and resources, as well as locally through a network of around 100 regional support groups based across the UK and run by trained befrienders.



Sands works in partnership with professionals, trusts and health boards and offers a range of training programmes and bereavement care resources to ensure that every bereaved parent and family receives the best possible care wherever they are in the UK.



Sands promotes improvements in practice and supports research to better understand the causes of baby deaths and save babies' lives.

Sands raises awareness of baby loss and works with governments, key influencers and other stakeholders to make reducing the number of babies dying a priority nationally and locally.

Over the past 40 years, Sands has grown into a national charity with a powerful vision shared by dedicated volunteers, fundraisers, members, donors, healthcare professionals, partners, staff and bereaved parents and families.

Sands has grown its income by over 40% since 2012 and, as part of the strategic plan to 2020, is focusing on how we can make the biggest difference to the lives of bereaved families and save babies' lives. To find out more, visit [www.sands.org.uk](http://www.sands.org.uk)

*our vision at Sands is for a world where fewer babies die and anyone affected by the death of a baby receives the best care and support for as long as they need, wherever they live in the UK.*

**Join us and help create a world where fewer babies die.**

# Sands Staff Benefits

---

## **Annual leave**

Staff receive 28 days annual leave per annum pro rata, plus bank holidays. Staff will be required to take 3 days annual leave during the period between Christmas & New Year.

## **Employee Assistance Service**

As part of its commitment to employee wellbeing, Sands offers independent, free and confidential counselling and information telephone service. Support is available on a range of issues including legal, financial, emotional, health issues and work related concerns.

## **Season ticket loan**

Subject to qualifying criteria, Sands offers interest free loans to purchase season tickets for the journey between home and work.

## **Cycle to Work Scheme**

Sands has teamed up with Cycle Solutions to provide a Cycle to Work Scheme, which you can join to make considerable savings on the cost of a new bike and equipment.

## **Pension Scheme**

Subject to eligibility, you will be automatically enrolled into the Aegon Personal Pension scheme as soon as your employment commences. You can decide whether to remain in the scheme and/or make additional voluntary contributions if you wish.

## **My Work/Life Solutions Retail Discounts Scheme**

All Sands staff have access to an online portal which offers hundreds of discounted shopping vouchers from major retailers including Sainsbury's, Thomas Cook, M+S plus many others.

## **Sands is a vibrant, growing charity!**

Sands has grown its income by over 40% since 2012 and is focusing on long term growth, sustainability and success!

With a clear strategy to 2020, Sands is repositioning as a learning, developing organisation which aims to achieve excellence through people and offers a collegiate, collaborative working environment – making it an especially exciting time to join the charity!

## About the role

---

Sands is looking to recruit an External Training and Learning Resource Manager to lead our Improving Bereavement Care Team. This exciting and high-profile role is responsible for developing and managing Sands' improving bereavement care function, which provides training and learning resources for professionals via a team of UK-wide trainers.

The post-holder will also work with the Director of Research, Education and Policy to develop the team's strategy and objectives, as well as overseeing the development of Sands' policy positions bereavement care issues and developing a growing range of bereavement care resources.

With significant experience of creating and delivering national training programmes and learning resources, you will have an excellent understanding of different training and education methods.

As a highly experienced senior manager, you will be able to develop departmental strategies and objectives, and have a proven track record of building good working relationships with key external stakeholders and other internal departments.

A highly effective verbal and written communicator, you will be able to speak at conferences on bereavement-related issues and be able to clearly explain in writing complex issues for a non-medical audience.

You will need to demonstrate a good knowledge of the structure and organisation of the NHS, and of maternity and neonatal services in particular.

## To apply:

---

Please submit your CV, together with a supporting statement that demonstrates how you meet the criteria in the person specification to [recruitment@sands.org.uk](mailto:recruitment@sands.org.uk). Please also complete the Diversity and Equality Monitoring Form and send this with your application.

**Closing date for applications**            **15<sup>th</sup> August 2019**  
**Interview Date:**                            **w/c 26<sup>th</sup> August 2019**

As we have limited staff resources we are unable to provide candidates with feedback about their applications. **Interviews will be held at:** *Victoria Charity Centre, Ground Floor, 11 Belgrave Road, London, SW1V 1RB. Telephone: 020 7436 7940*

# Job Description

---

<b>Job Title:</b>	External Training and Learning Resources Manager
<b>Responsible to:</b>	Director of Research, Education and Policy
<b>Location:</b>	Sands Head Office, VCC
<b>Contract:</b>	Permanent
<b>Salary:</b>	£37,688 per annum plus £3,417 London Weighting per annum
<b>Hours:</b>	35 hours per week

---

## Key Responsibilities

1. Manage the Improving Bereavement Care Team, including our UK-wide team of Bereavement Care Trainers
2. Develop and manage Sands improving bereavement care training, and learning resources for professionals
3. In conjunction with the Director of Research, Education and Policy, develop the strategy and annual objectives for the Improving Bereavement Care Team
4. Develop and maintain relationships with key external stakeholders

## Principal tasks and responsibilities

### **Strategy, reporting and management**

- In conjunction with the Director of Research, Education and Policy, develop the strategy and annual objectives for the Improving Bereavement Care Team and report on achievement of targets and objectives, concerns and issues
- Develop, monitor and maintain the annual budget for the Improving Bereavement Care Team
- Be a member of the Senior Management Group, contributing to key decisions relating to strategic direction as well as delivery of objectives.
- Provide leadership and support for Improving Bereavement Care Team and their key areas of responsibility
- Direct and manage the performance of staff in the Improving Bereavement Care team to maintain an effective team capable of providing a professional service. Improving Bereavement Care staff include:
  - a) Improving Bereavement Care Training Co-ordinator
  - b) Sands Training Officer
  - c) A team of Bereavement Care Trainers spread through the UK
  - d) Senior Improving Bereavement Care Coordinator

### **Training and learning resources**

- To create new training and learning resources for professionals

- To provide overall leadership of the bereavement care training programme and learning resources for professionals, including regular evaluation and subsequent development of Sands training and learning resources.
- To engage with key stakeholders and provide expert guidance on the development of training and learning resources for professionals.
- To oversee the development of Sands' policy positions and publications on bereavement care issues.
- To provide overall management of, and guidance for bereavement care resources e.g. Sands Guidelines for Professionals, National Audits, Tools, Post Mortem Consent Package and ensure regular reviews and updates are maintained.
- To provide overall management of Sands' consultancy offering.
- To maintain an up to date knowledge of the following (which may affect bereaved parents and which may have implications for Sands training, projects, publications, website and other resources):
  - a) Current practice and new developments in hospitals throughout the UK.
  - b) Plans for, and implementation, of services across the UK.
  - c) Relevant research and professional guidance.
  - d) Relevant medical literature.
  - e) Changes in the law, regulation and financial issues which may affect bereaved parents in England, Scotland, Wales and Northern Ireland.

### **Communication and engagement**

- To develop and maintain good working relationships with key stakeholders, such as the RCM, RCOG, RCN and NMC and relevant statutory and voluntary organisations.
- To understand that market for Sands training and learning resources and reach out to new audiences
- To support the development and implementation of the National Bereavement Care Pathway.
- To engage with the RCM and other key stakeholders in the Bereavement Care Network to develop the Network and ensure it meets the needs of health professionals.
- To liaise regularly with other Sands departments/teams to ensure that key messages are communicated to professionals in an appropriate manner, and keep up to date with what they are doing.
- To arrange and speak at conferences on bereavement care, as well as attending relevant external meetings to represent Sands.
- To respond to internal and external enquiries related to bereavement care and when required, to assist in the production of press releases.
- To oversee the development of the bereavement care and professionals sections of the website.

### **General**

- Undertake any other duties commensurate with the role as required by the Director of Research, Education and Policy, Chief Executive and Board of Trustees
- Work flexibly with other members of staff and team, occasional evening/ weekend working is likely
- Maintain a high level of confidentiality
- Abide by all Sands Policies and Procedures
- Undertake all mandatory training as required
- The post holder must familiarise themselves with matters relating to Health & Safety Management, as affecting themselves, their department and the organisation as a whole
- Promote the Sands vision and values at all times
- This job description is not contractual and liable to change over time

# Person Specification

---

Skills and Experience		
Importance	Criteria	Assessment
Essential	Demonstrate an understanding of different training and education methods	Application and interview
Essential	Experience of delivering national training programmes and learning resources	Application and interview
Essential	Experience of creating new training and adult learning resources	Application and interview
Essential	Experience of undertaking senior management roles with proven strategic and operational abilities.	Application and interview
Essential	Demonstrable budget management and income generation skills, as well as proven ability in work planning skills	Application and interview
Essential	Excellent communication and presentation skills, including the ability to write clearly for health care staff and to express complex issues simply for a non-medical audience	Application and interview
Essential	Demonstrate a good knowledge of the NHS structure and organisation in general, and of maternity and neonatal services in particular.	Application and interview
Desirable	Knowledge or experience in marketing resources and training	Application and interview
Essential	Experience of using a range of IT packages	Application and interview

Core Competencies		
Importance	Criteria	Assessment
Essential	Excellent interpersonal skills to lead and inspire colleagues and deliver successful cross-organisational projects	Application and interview
Essential	Ability to create and maintain strategic alliances externally and experience of developing and maintaining effective partnerships and cross team working internally	Application and interview
Essential	Be collaborative and a team player who is able to work with and, when appropriate, support colleagues	Application and interview
Essential	Monitors progress of team against organisational and team objectives, and identifies clear measures for progress and success	Application and interview
Essential	Excellent understanding and championing of diversity issues	Application and interview
Essential	An understanding of, and empathy with, bereaved parents needs and with Sands and its aims	Application and interview
Essential	Able to develop creative solutions to problems	Application and interview